

EXHIBIT F – ATTACHMENT II

Severe Weather Energy Assistance and Transportation Services (SWEATS) Policy

General Information

Purpose	The purpose of the SWEATS Policy is to provide guidelines for agencies' use of SWEATS-related emergency services.
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Intent	The intent of SWEATS is to address the energy-related emergency needs of low-income households affected by a natural disaster.
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In general, SWEATS emergency services are to be viewed as temporary or interim measures only and are not intended to serve as a permanent solution to serving the long-term heating/cooling energy needs of low-income households beyond the present emergency or crisis.

It is strongly encouraged that Contractors conduct follow-up on clients receiving SWEATS emergency (temporary) heating/cooling services to ensure their health and safety until such time as a more permanent solution can be offered to alleviate the health hazard condition.

Activation	<ol style="list-style-type: none">1. The activation of SWEATS services is at CSD's sole discretion.2. Agencies may only implement SWEATS services upon CSD approval and notification that a particular event has triggered its use.3. The official notification will identify the effective period for providing SWEATS services.4. In the event a bona fide emergency occurs during CSD nonbusiness hours, Contractor at its discretion can elect to activate the terms and conditions of SWEATS. The local activation of SWEATS will remain in effect until CSD's next official business day at which time CSD will issue official notification and guidance on the use of SWEATS.
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SWEATS Service Provisions	<p>SWEATS service provisions include:</p> <ul style="list-style-type: none">✓ Utility Assistance✓ Temporary Housing Services✓ Transportation Services✓ Temporary Heating and Cooling Appliances
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SWEATS service provisions are exempt from the priority plan requirements. Agencies, however, must exercise discretion for ensuring that the SWEATS services target qualified low-income households most impacted by the natural disaster and with the greatest need.

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General Information

**Program
Eligibility**

1. Eligible low-income households are defined as those experiencing an energy-related emergency as a direct result of a natural disaster.
 2. To expedite the eligibility verification process, households may self-certify total household income by completing the SWEATS intake form (CSD 53). Clients must provide a written statement qualifying their economic hardship as a direct result of a natural disaster and the inability to manage household energy expenditures, i.e., unemployed, reduced work hours, with the exception to clients seeking SWEATS Utility Assistance.
 3. Eligibility determination is not required for those clients receiving SWEATS transportation services to and from cooling centers or Shelters. Efforts should be made, however, to limit services to eligible low-income households most at-risk.
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NOTE

1. A social security number **is not required** to complete the SWEATS Utility Assistance form.
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Service Provisions – SWEATS Utility Assistance

**Allowable
Services**

1. Agencies are allowed to provide SWEATS utility benefits only to those low-income families experiencing economic hardship as a direct result of a disaster and at risk of losing energy services or unable to secure utility services.

The SWEATS benefit amount, NOT TO EXCEED \$1,000, is limited to:

- ✓ The amount due at the time of intake to the utility company in energy charges;
 - ✓ Reconnection fees; and
 - ✓ Other assessed utility fees surcharges.
2. SWEATS utility assistance benefits are entirely separate from HEAP, WPO, and Fast Track Utility assistance benefits, and may be issued to an eligible household previously receiving a HEAP or Fast Track benefit within the current program year.
 3. Clients with their utilities included in rent are eligible to receive SWEATS utility assistance services. In these instances, the same eligibility and benefit guidelines apply with the exception that the agency will issue the benefit directly to the client.

**SWEATS
Benefit
Responsibilities**

Service providers shall deliver SWEATS benefits directly to energy vendors and/or utility companies on behalf of clients whose energy sources are natural gas, electricity, or wood/propane/oil.

1. CSD will coordinate with utility companies to accept new SWEATS Utility Assistance manual direct pay process.
2. Agencies shall complete the SWEATS Manual Direct Payment Form (CSD 291) providing a compiled list of customers, accounts, and qualifying benefit amount for SWEAT utility assistance recipients.
3. Service providers shall submit completed Manual Direct Payment form and payment to utility company for account crediting.

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Service Provisions – SWEATS Utility Assistance, continued

**LIHEAP
Flexibility**

Under this flexibility, SWEATS eligible households may self-certify their eligibility for HEAP and Fast Track services by:

1. Completing the CSD Energy Intake Form, CSD 43;
2. Affirming their low-income eligibility by stating their gross monthly income (on the intake form);
3. Indicating the utility service provider (utility company) in which to apply the LIHEAP Assistance benefit;
4. Providing an estimation of the household's average energy expenditures for natural gas and/or electricity; and
5. Signing the application attesting the accuracy of the provided information and the applicant's income eligibility to participate in the program.

In order to enter self-certified HEAP and Fast Track applications into CLASS, service providers must obtain the required account information, e.g., account number, service address, customer of record, to satisfy applicant data requirements and to ensure the successful delivery of the benefit to client's utility account.

**Transferring
Funds**

1. If an agency so chooses, it may transfer funds from the Nonconsideration HEAP and/or Fast Track components of the LIHEAP contract into the SWEATS Utility assistance component.
 2. A budget modification will be necessary to accomplish the transfer of Nonconsideration funds to the SWEATS Utility Assistance component. If you choose this option, please contact your Field Representative for further instructions. CSD will expedite the transfer of funds to facilitate immediate assistance.
 3. No budget modification will be required if the transfer is from a Consideration component to the SWEATS component.
 4. Unspent funds – At the conclusion of this temporary option, CSD will contact your agency to facilitate the return of any unspent funds to the original Nonconsideration component through a modification process.
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Service Provisions – Temporary Shelter and Transportation

Temporary Shelter, Coats, and Blankets

1. Agencies are allowed to provide temporary shelter or to house individuals in hotels, apartments, or other living situations when homes have been destroyed or damaged, i.e., placing people in settings to preserve health and safety and to move them away from the energy crisis situation.
 2. Temporary shelter or housing expenses shall be limited to a maximum of five days per eligible household.
 3. Agencies may also provide coats, blankets, and sleeping bags as tangible benefits to keep individuals warm.
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Transportation Services

Agencies are allowed to provide for transportation (cars, shuttles, or buses) to transport low-income individuals to:

1. Cooling centers **only** during the summer months.
 2. Shelters, when health and safety are endangered by loss of access to heating or cooling, and
 3. Medical facilities to seek assistance and treatment for displaced low-income individuals residing in a temporary shelter.
 4. Allowable modes of transportation under the SWEATS program:
 - a. Agency-owned or -leased vehicles;
 - b. Adequately insured staff vehicles;
 - c. Public transportation; and;
 - d. Vehicles rented specifically for the sole purpose of transporting clients to cooling centers or hotels.
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Service Provisions – Portable Heating and Cooling Appliances

Purchases In accordance with LIHEAP contract procurement guidelines, agencies may purchase ~~the following~~ portable equipment for the purpose of creating a reserve of appliances to lend to clients on a temporary and interim basis when a SWEATS event occurs. **Service Providers may purchase portable equipment under this policy prior to a designated SWEATS event.**

The following portable equipment purchases are allowable under the SWEATS policy:

- ✓ Air Conditioners
 - ✓ Evaporative Coolers
 - ✓ Heaters
 - ✓ Fans
 - ✓ Generators
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Loaned Appliances

1. Priority shall be given to those persons dependent upon electrically powered medical equipment and/or other medical conditions, which would require crisis intervention services.
2. Portable heating and cooling equipment can be loaned to clients on a temporary basis until such time as:
 - a) The dwelling's heating and/or cooling appliance is repaired or replaced; or
 - b) The crisis or emergency has passed.
3. Generators can be held in reserve and loaned to clients for use during blackouts or other similar emergencies to sustain warm or cool indoor air temperatures and/or to mitigate other health and safety concerns.

Loaned Appliance Returns

1. It is the responsibility of the Contractor to contact the client to make arrangements for retrieval.
2. Clients are required to return the portable equipment to the Contractor before the installation of permanent heating and cooling services can ensue.

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Service Provisions – Portable Heating and Cooling Appliances, continued

**Loaned
Appliance
Returns**
(continued)

3. At agency's discretion, the following portable appliances do not have to be returned:

Appliance	Cost
Space Heater	Less than \$75
Fan	Less than \$25

**Service
Responsibilities**

1. Many appliances that may be used for emergency service **do not** offer the energy-efficiency and safety benefits as compared to the long-term residential heating and cooling services offered under ECIP EHCS and weatherization.
 2. In addition, many such appliances are not designed or intended to serve as the primary heating or cooling source for a residence. Contractor shall therefore exercise caution when rendering these appliances to ensure that clients are fully educated on the proper use, limitations, and maintenance of these appliances in accordance with manufacturer's instructions.
 3. Contractor shall give priority to such clients for receiving weatherization and ECIP EHCS Services in the future.
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**Disallowed
Services**

LIHEAP and/or SWEATS funds may not be used to provide emergency services that are not home-energy related, including:

1. Payments for water/sewage utility services;
 2. Mortgage or rent assistance, **UNLESS** assistance benefits are necessary costs to shelter individuals from the crisis situation for a **TEMPORARY** period of time not to exceed a maximum of five days;
 3. Ramps and wheelchairs;
 4. Utility assistance for households housing displaced victims **UNLESS** the household is already low income and qualifies for LIHEAP assistance;
 5. School uniforms and school supplies;
 6. Clothing (except for coats);
 7. Mattresses, cots, air beds, and pillows;
 8. Gift cards, phone cards, and food and department store vouchers/gift certificates;
 9. Site clean-up to homes not occupied by low-income families and where the condition of the dwelling makes it ineligible to receive weatherization services, i.e., completely destroyed, major structural damage, etc.
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Reimbursable Expenses

**Temporary
Shelter, Coats,
and Blankets**

Actual costs related to temporary shelter/housing (limited to five (5) days), coats, blankets, and sleeping bags are reimbursable expenses.

**Transportation
Services**

The following expenses related to transportation to cooling centers or hotels are reimbursable:

1. Mileage accumulated from transporting low-income clients and those most at risk to cooling centers or hotels.
 2. Mileage is reimbursable at the current LIHEAP mileage rate and is not subject to the 60-mile round trip rule. The entire round trip from the vehicle storage site and back is chargeable to the program.
 3. Reimbursement for public transportation and vehicles rented specifically for the sole purpose of transporting clients to cooling centers or hotels are reimbursable at actual costs.
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**Portable
Appliances**

The following expenses related to temporary portable appliances are reimbursable:

1. Actual Costs of portable appliances purchased and held in reserve for loan to client can be charged to the program when acquired.
 2. Labor and Materials associated with the repair and maintenance of all portable heating and cooling appliances and generators held in reserve for purposes of loaning the appliances to clients on an interim basis is a chargeable expense. Repair and maintenance of appliances not part of the reserve inventory under terms of this policy must be absorbed through the approved labor rate.
 3. Labor costs incurred with the delivery and set-up of portable heating/cooling appliances and generators to clients, including, labor expenses for agency staff (crewmembers and support staff) and subcontractors.
 4. Fuel expenses to run loaned generators are reimbursable.
 5. Contractors may claim a single travel credit to cover travel expenses for the delivery of loaned portable appliances/generators to Single-Family Dwellings (1 to 4 Units) and Multi-Unit Dwellings (5 or more Units).
 6. Mileage is reimbursable at the current LIHEAP long-distance mileage rate and is subject to the 60-mile round trip rule.
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Reporting Requirements

Use of Forms Below are listed the forms and their use under the SWEATS program.

Utility Assistance

Form No.	Use
CSD 43	<u>Energy Intake Form</u> – Used for all Utility Assistance Payments to capture all required eligibility information for SWEATS Utility service applicants including client demographics and income. This form is interchangeable with CSD 53.
CSD 53	<u>SWEATS Utility Assistance Intake Form</u> – Used for all Utility Assistance Payments and Portable Appliance Loans to capture client demographics and income. This form is interchangeable with CSD 43.
CSD 291	<u>Manual Direct Payment Form</u> – Used for Utility assistance payments to list all customer names, accounts, and amount credited for utility company use.

SWEATS Portable Equipment Loan Program

Form No.	Use
CSD 51	<u>Severe Weather Energy Assistance and Transportation Services Intake Form</u> - Used for all portable appliance loans to capture client demographics, income, dwelling type, and type of portable equipment loaned.
CSD 52	<u>Portable Appliance Loan Agreement and Release and Waiver</u> – Used for all portable appliance loans by providing a description of equipment loaned, and terms and conditions of the loan agreement. Agreement requires the signature of the client before the loaned appliance is provided.

Reimbursement

Form No.	Use
CSD 670	<u>Assurance 16/Intake/ECIP/HEAP Expenditure Activity Report</u> – Used for all SWEATS Services to report SWEATS Client Demographics and reimbursements for all SWEATS Services provided during the report period.

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Reporting Requirements, continued

Utility Assistance

Expenditure reimbursements for the SWEATS Utility Assistance payments are to be reported in EARS under Section 240 – SWEATS Program Costs, Utility Assistance Payment.

1. Enter number of households served with utility assistance in the “# of Dwellings” column.
2. Enter total benefits paid in the “Rate or Materials or Fees” column.

Client Demographics – Client demographics and income data conveyed on the SWEATS Utility Assistance Intake form (CSD 53) are to be reported under:

- ✓ Section 215 – SWEATS HHs Assisted with Gross Monthly Incomes
 - ✓ Section 216 – SWEATS HHs Assisted with at Least One Member who is a Vulnerable Population
 - ✓ Section 217 – SWEATS Recipients – Number of People Assisted
 - ✓ Section 218 – SWEATS Recipients – Serviced dwellings by type
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Temporary Shelter, Coats, and Blankets

Contractor shall report temporary shelter/housing, coats, and blankets in EARS under Section 240 – SWEATS Program Costs.

1. Enter number of households served in the “# of Dwellings” column.
 2. Enter total cost for Shelter/Housing in the “Rate or Materials or Fees” column.
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Transportation Services

When transportation is provided by agency, staff, rental vehicles, and mileage are reportable in Section 240 – SWEATS Program Costs, Mileage to Cooling Centers or Hotels.

1. Enter the number of miles to be reimbursed under the “Units of Measure or Labor” column.
2. The mileage rate is preset. The total cost will be calculated according to the miles entered.

Costs for public transportation fares and rental vehicles (excluding fuel costs) are reportable in Section 240 – SWEATS Program Costs.

1. Enter number of households served in the “# of Dwellings” column.
 2. Enter total cost for transportation in the “Rate or Materials or Fees” column.
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Reporting Requirements – Portable Appliances, continued

NOTE: If a client is loaned a portable appliance, the following information shall be reported even if the client subsequently receives ECIP EHCS or weatherization services.

Purchase of Portable Appliances Expenditure reimbursement for the actual purchase cost of portable equipment and generators are to be reported under Section 240 – SWEATS Program Costs.

1. Enter the total number of appliances purchased under the “Dwellings” column.
2. Enter the actual cost of equipment purchase under the “Rate or Materials or Fees” column.

Loaned Portable Appliances Expenditure reimbursement for the loaned appliance is to be reported under Section 241 – SWEATS Loaned Appliances Program.

1. Enter the total dwellings under the “Dwellings” Column.
2. Enter the total labor costs incurred (based on the approved LIHEAP labor rate and actual labor hours), if applicable under the “Units of Measure or Labor” column. **This should not include travel time.**
3. If support labor is incurred and **no crew labor** is chargeable, then Contractors shall report actual support staff labor expenses under the “Other Labor” column.

Repair and Maintenance of Loaned Appliances Expenditure reimbursement for the repair and maintenance of loaned appliances is to be reported under Section 240 – SWEATS Program Costs.

1. Enter the total number of appliances that received repair/maintenance under the “Dwellings” column.
2. Enter the total labor costs incurred based upon the approved labor rate and actual labor hours in accordance with current LIHEAP reimbursement guidelines under the “Unit of Measure or Labor” column.
3. Enter the actual cost of materials used to repair/maintain appliance under the “Rate or Materials or Fees” column.

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Reporting Requirements – Portable Appliances, continued

Fuel for Loaned Generators	<p>Expenditure reimbursement for the cost of fuel supplied to clients for the temporary use of generators is to be reported for reimbursement under Section 241 – SWEATS Loaned Appliances Program.</p> <ol style="list-style-type: none">1. Enter the number of dwellings receiving fuel for loaned generators under the “# of Dwellings” column.2. Enter the total labor costs incurred (based on the approved LIHEAP labor rate and actual labor hours), under the “Units of Measure or Labor” column.3. Enter the cost of the fuel supplied, under the “Rate or Materials or Fees” column.4. Enter any costs incurred for subcontractors. This should not include travel time.5. If support labor is incurred and no crew labor is chargeable, then Contractors shall report actual support staff labor expenses under the “Other Labor” column.
Travel Credits	<p>Travel credit claims related to the delivery of loaned equipment are to be reported under Section 241 – SWEATS Loaned Appliances Program. Enter the total number of dwellings receiving loaned equipment services for the reporting period under the appropriate dwelling type (Single Family or Multi-Unit).</p>
Mileage	<p>Expenditure reimbursement for the cost of mileage that exceeds 30 miles one way or 60-miles round trip to deliver a portable appliance or generator is to be reported under Section 241 – SWEATS Loaned Appliances Program.</p>
Client Demographics	<p>Client demographics and income data conveyed on the Intake form (CSD 43 or CSD 53) shall be reported in the same manner as Utility Assistance payments.</p>

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Record-Keeping Requirements

Utility Assistance	<p>All SWEATS Utility Assistance client files must be maintained in the same manner as standard ECIP Fast Track clients. They shall include:</p> <ol style="list-style-type: none">1. SWEATS Utility Assistance Intake Form (CSD 53);2. Utility/energy bills or equivalent; and3. Written statement attesting to economic hardship
Temporary Shelter, Coats, and Blankets	<p>Service providers are required to establish adequate documentation that the funds were used for allowable purchases.</p>
Transportation Services	<p>Mileage records must be maintained to substantiate the request for reimbursement. The log must include:</p> <ol style="list-style-type: none">1. A log of client names receiving the transportation service;2. Type of transportation;3. The names and physical location of the cooling facilities and hotels; and4. Dates of when transportation services were rendered.
Portable Appliances	<p><u>Portable Appliance Log</u></p> <p>At a minimum, a log must be kept in such a manner that records the location of all portable appliances on loan and in reserve. This log shall also document the retirement or loss of reserve equipment and permanently issued portable devices, e.g., fans, space heaters, etc.</p> <p><u>Portable Appliance Loan Agreement</u></p> <p>All files for clients receiving temporary and permanently issued portable equipment for an emergency situation must include:</p> <ol style="list-style-type: none">1. Energy Crisis Intervention Services Intake Form (CSD 51);2. Self-certification of client eligibility;3. Portable Appliance Loan Agreement Release and Waiver (CSD 52); and4. Mileage records, if applicable.
